



Dubai International Private School Garhoud

DIPS Complaint Appeal Policy 2023-2024

DIPS Vision:

DIPS, in partnership with parents and community, strives to ensure all students are digitally literate, lifelong learners, productive citizens, and nurture their well-being in an inclusive learning environment.

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DIPS Complaint / Appeal Policy

It is natural that some school stakeholders such as parents, staff, and teachers may wish to lodge a complaint or an appeal about the school or about a decision, or the work commenced or carried out. In such cases, the school administration will be responsible to investigate the appeal or complaint by the designated person.

Appeals can be done according to the following orders:

Parents' Complaint/Appeal:

- i. Parent can discuss the issue with the Principal of the Section (KG, elementary, Middle, or high school).
- ii. Section Principal will investigate the complaint with the concerned person (teacher or staff) to resolve the issue. If the complaint has a behavioral feature, the Vice Superintendent joins efforts with the Head of the Section to resolve the issue. However, if the issue has an academic feature, the Director of Academics joins her efforts with the Section Principal to resolve the issue.
- iii. If the issue is still not resolved, Parent should meet the superintendent to try to resolve it by calling for a meeting that includes the Parent, the Section Principal, and the concerned person.
- iv. At this stage, if the issue is still unresolved, the issue is raised to the Chief

Executive Officer of Dubai International Private Schools who is also a member of the Governance Board. In this case, a committee will be formed from the CEO, Superintendent, Section Principal, and a Senior Leadership Member to study the issue and take a decision within a maximum of 10 days to inform the parent about the final decision.

Staff and Teachers' Complaints / Appeals:

- i. Staff or Teachers follow the same previous pattern to complaint or appeal.
- ii. Staff / Teacher meets the Section Principal (KG, elementary, Middle, or high school) to lodge his / her complaint or appeal.
- iii. Section principal investigate the issue with the concerned person to solve the issue.



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- iv. If the issue is not resolved, Section Principal set up a committee from the staff or teacher, the concerned person, and the assistant superintendent if the complaint or appeal has an operational aspect and from the director of academics if the issue has an academic aspect.
- v. If the issue if not resolved, the complaint will be raised to the Superintendent to resolve it and take a decision within 3days to inform the staff member or the teacher about the final decision.

Superintendent and Section Principal's and Other Staff Responsibilities:

- The Superintendent is accountable for ensuring the Complaint or Appeal Policy and procedures are being implemented and investigated
- All School staff are responsible for implementing the Complaint / Appeal Policy and for reporting the complaints or appeals to their direct Section Principal or Executive Leaders.

Reviewed August 2022